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DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2012

Program ID / Title: AGS 244/Surplus Property Management

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I. Goals

To effectively and efficiently provide customers (donees) with surplus property items, and continue to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. Intensifying training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable Donees to benefit from the varied surplus property available to them at significantly reduced prices.

III. Action Plan with Timetable

- A. Intensifying training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.

- 1. Past Year Accomplishments

- a. Continued training of Oahu donees.
    - b. Conducted neighbor island training.
    - c. Added course description to the SPO Training webpage.

- 2. Year One

- a. Schedule additional training sessions for eligible and participating donees to learn surplus program opportunities, and improve probability of obtaining needed items for neighbor island donees.

3. Two Years
    - a. Continue to update training presentations provided to donees.
    - b. Scan business environments for new technologies and processes to enhance the delivery of donee training.
    - c. Implement Webinar training.
  4. Five Years
    - a. Continue to scan business environments for new technology and processes to improve the delivery of training to eligible and participating donees.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable Donees to benefit from the varied surplus property available to them at significantly reduced prices.
1. Past Year Accomplishments
    - a. Redesigned the program website to facilitate access to program information, including eligibility requirements, application forms.
  2. One Year
    - a. Continue to update program information to the website for accessibility to potential eligible donees.
  3. Two Years
    - a. Continue to maintain and update webpage information.
    - b. Work towards including item images on the website.
    - c. Participate in and make presentations at workshops and other venues designed for minority owned small businesses, American Red Cross, and other non-profit, tax-exempt education and health institutions as eligible program donees.
  4. Five Years
    - a. Continue to update and maintain webpage information.
    - b. Monitor and adjust the program's website to improve customer satisfaction.

IV. Performance Measures

- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management program to include number of participating donees and percentage of participating donees.
- B. Performance Standard measure - Perform trend analysis on distribution of surplus property to donees.
- C. Cost Effectiveness measure - Perform long term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management program.